

TECHNICIAN PROGRAMMING ACCESS TO A PBX

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PURPOSE

To define when and how technicians shall be given access to a PBX to perform programming operations.

SCOPE

This procedure applies to all State telecommunications technicians.

BACKGROUND

In general, all programming on a PBX should be done remotely by the programmers responsible for those systems. However, it is sometimes desirable to have a technician on-site when performing tape backups. For greater efficiency technicians are allowed access to those systems for tape backup purposes.

PROCEDURE

Responsibility / Action

Programmer

1. On the first of each month the current passwords shall be provided to the supervisor for distribution to the technicians.

Technicians

2. All backups shall be performed prior to the sixth of each month after which passwords shall be changed by PBX Maintenance and Repair. No programming work other than tape backups shall be performed by technicians at any time.

